



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1862-MC-FFS-D

DATE: November 29, 2017

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental (D)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Suspension of Managed Care Organization (MCO) Choice

EFFECTIVE: December 1, 2017

As announced in Informational Letter [1848-MC-FFS-D](#)¹, AmeriHealth Caritas will no longer be an available MCO option through the IA Health Link program.

Members were [notified](#)² that they were able to make a choice to change their MCO. **This has changed.** Amerigroup Iowa has notified the department they do not currently have the capacity to take new membership. Members who self-elected Amerigroup Iowa on or before November 16, 2017, will transition to Iowa Medicaid FFS until Amerigroup Iowa has capacity.

All other former AmeriHealth members who did not elect a change to their MCO will be assigned to United HealthCare.

These changes will be effective December 1, 2017. The department has been in communication with the Centers for Medicare and Medicaid Services (CMS) to keep them informed of what is happening, and will continue to do so.

All new IA Health Link members will be assigned to UnitedHealthcare. In the coming months, members will have another choice in MCOs, and will be notified at that time.

Providers are encouraged to check the ELVS line for updated MCO/FFS assignment. Some members did receive Amerigroup Iowa membership cards/packets-causing confusion.

To Verify Eligibility providers may simply call the ELVS phone line at: 515-323-9639 (locally in Des Moines) or 1-800-338-7752 (toll-free). The Eligibility and Verification Information System (ELVS) line is very busy during the first of the month. The ELVS web portal is another option for providers in lieu of calling the ELVS line but each provider must enroll through the Electronic Data Interchange Support Services (EDISS). The [ELVS web portal](#)³ allows for multiple eligibility checks and batch submission, whereas the ELVS phone system only allows

¹ https://dhs.iowa.gov/sites/default/files/1848-MC-FFS-D_AmeriHealth_Caritas_Withdraw.pdf

² <https://dhs.iowa.gov/sites/default/files/470-5499.pdf>

³ <https://ime-ediss5010.noridian.com/iowaxchange5010/LogonDisplay.do>

for one at a time. A Login ID and password may be obtained through EDISS by submitting the [Access Request Form](#)⁴ to EDISS or calling EDISS at 1-800-967-7902. For more information, please see Informational Letter [1650-MC](#)⁵.

If providers have not previously contracted with UnitedHealthcare they are encouraged to contact UnitedHealthcare quickly to begin the contracting and credentialing process. To be credentialed and participating as a provider with either MCO beginning January 1, 2018, providers will need to complete each MCO's contracting and credentialing process by January 1, 2018. Both MCOs have been provided with the existing IME provider master file and have agreed to accept this information for deemed enrollment during the network transition period. Providers already contracted with either MCO do not need to take additional action, unless required through their existing contract with the MCO.

The department along with our managed care partners is working diligently to get member information transferred to UnitedHealthcare, to make sure members and providers are informed, and identify and address areas of concern.

To learn more about AmeriHealth Caritas withdrawing from the IA Health Link program and about the suspension of MCO choice, view the [Provider Questions and Answers \(Q&A\)](#)⁶.

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909, or email at IMEproviderservices@dhs.state.ia.us.

⁴ <http://www.edissweb.com/docs/med/add-access-request-IME.pdf>

⁵ https://dhs.iowa.gov/sites/default/files/1650-MC_EligibilityVerificationSystem_CheckingEligibilitywithMCOs.pdf

⁶ https://dhs.iowa.gov/ime/providers/AmeriHealthCaritas_Withdraw_FAQ